From:	Flock Safety Support
To:	Stephen Best
Cc:	Shane Armstrong; scout.cappello@flocksafety.com; Daniel Cohen
Subject:	RE: Flock problems: Fail to read and daytime images
Date:	Friday, May 27, 2022 7:04:29 AM

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

I will absolutely bring this information to our engineering team so that they can make some corrections to the daytime feature so that it for sure is searching all cameras during the daytime for a vehicle. I apologize for any confusion!

In the meantime, I would suggest doing exactly as you said which is writing down the plates and then searching again by plate or all cameras.

Let me ask our engineering team about that question regarding reading or not reading the plate on any additional images of a vehicle taken at the same time. I'll follow up with you after I hear back from them.

---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 5/27/2022, 9:58 AM
To: support@flocksafety.com
Cc: sarmstrong@cityofsantamaria.org; dcohen@cityofsantamaria.org; scout.cappello@flocksafety.com
Subject: RE: Flock problems: Fail to read and daytime images

Ahhh, important learning point. So if I use the “daytime” search, it will only be searching the cameras I have selected in my original search.

Thank you. Sorry for my misunderstanding of how it worked.

I tested it with “All Cameras”, searching for 5/27 0536-0537 Hrs, found my image then chose “Daytime” and it DID work.

Should that be a feature or setting that when you ask for a “daytime” photo it automatically searches all your cameras?

For instance, let’s say we have a night time robbery with vehicle description in the north west part of town. I only search those cameras in the area of the crime (north west). If I located some possible vehicles around the correct time and wanted to see what they look like in the daytime, i’d have to hope there was a daytime photo from those same cameras or write down the plates then run the searches again.

Also, on the second part of my original posting, is it common for Flock to not READ the plate on additional images of the same vehicle?

Thanks again

Corporal Stephen L. Best

Santa Maria Police Department

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From: Flock Safety Support <support@flocksafety.com>
Sent: Friday, May 27, 2022 6:32 AM
To: Stephen Best <sbest@cityofsantamaria.org>
Cc: Shane Armstrong <sarmstrong@cityofsantamaria.org>; scout.cappello@flocksafety.com; Stephen Best <sbest@cityofsantamaria.org>; Daniel Cohen <dcohen@cityofsantamaria.org>
Subject: RE: Flock problems: Fail to read and daytime images

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Good morning,

Thank you for reaching out! It looks like you were only searching one camera at that time. I'd be happy to hop on a phone call to remote into your account and discuss the results. If you'd like to do that, what is a good phone number to reach you at?

Stay safe,
Dani

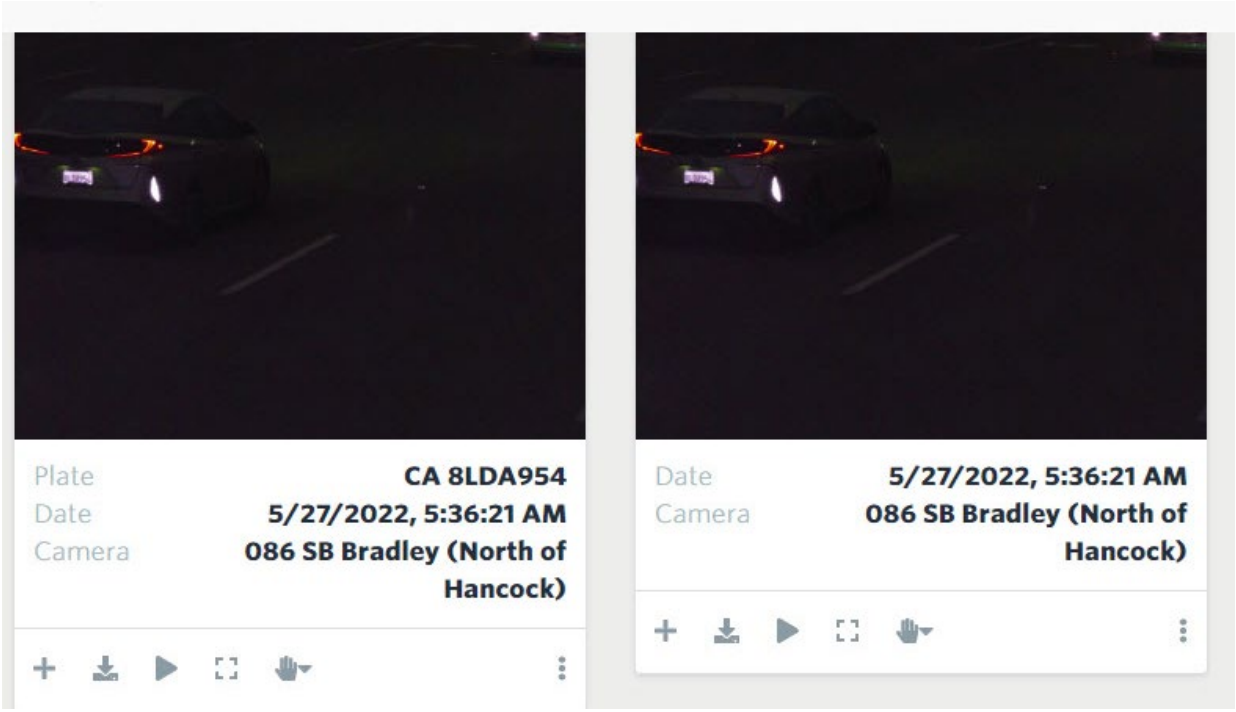
---------- Original Message ----------
From: Stephen Best [sbest@cityofsantamaria.org]
Sent: 5/27/2022, 9:24 AM
To: support@flocksafety.com
Cc: sarmstrong@cityofsantamaria.org; scout.cappello@flocksafety.com; sbest@cityofsantamaria.org; dcohen@cityofsantamaria.org
Subject: Flock problems: Fail to read and daytime images

Flock Support,

Over the last couple days I've been testing the cameras to see if they record my vehicle on my way to work.

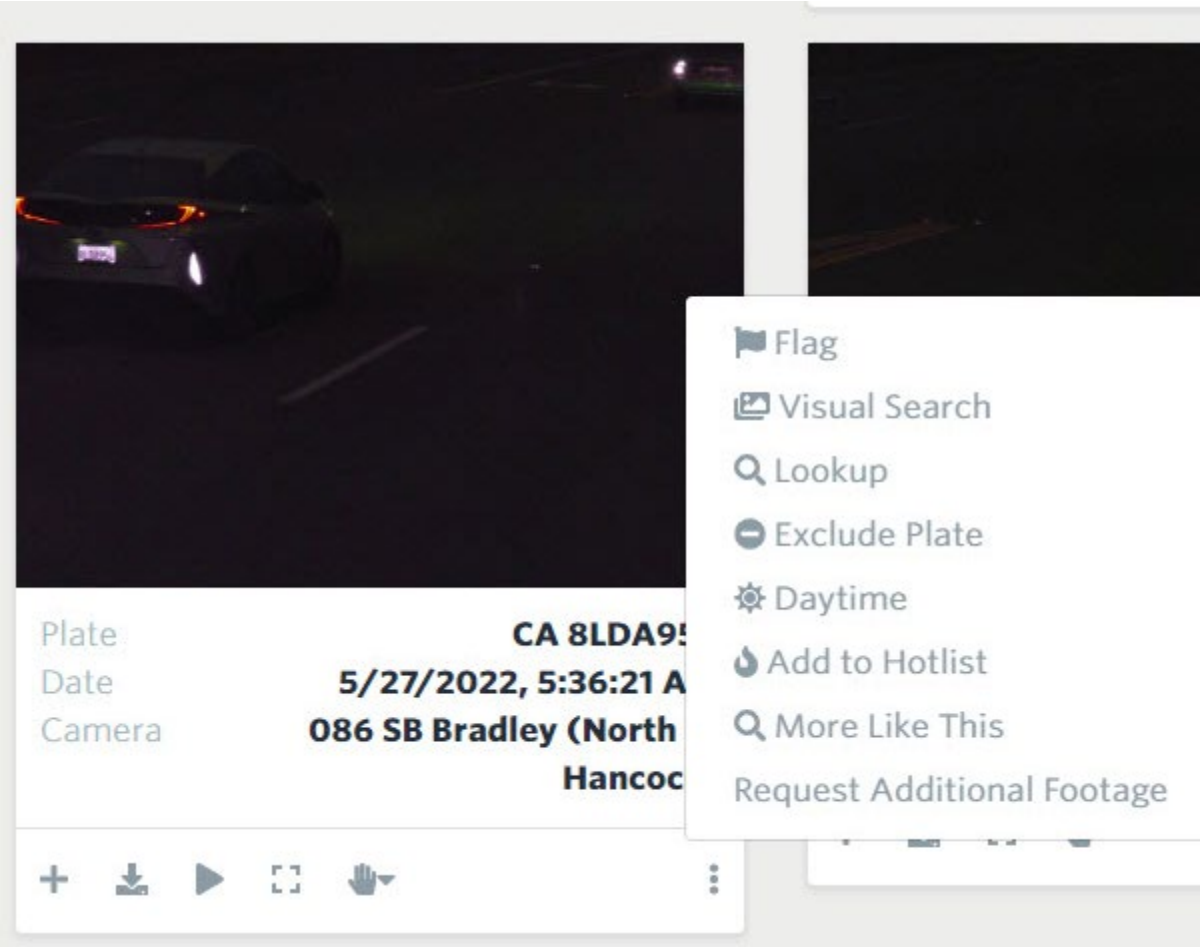
Camera "086 SB Bradley (North of Hancock) failed to read my plate on two days (see prior support submissions) but was able to read it on the last two days.

Today, I ran the search for 8LDA954 on 5/27 from 0530-0540 Hrs for ALL images from camera "086 SB Bradley (North of Hancock)". It DID read my plate, but I noticed there was a clear image of my plate in another photo, which was not "read". Looking through all the vehicles during that time frame, it looks like there are a number of clear plates which are NOT read.

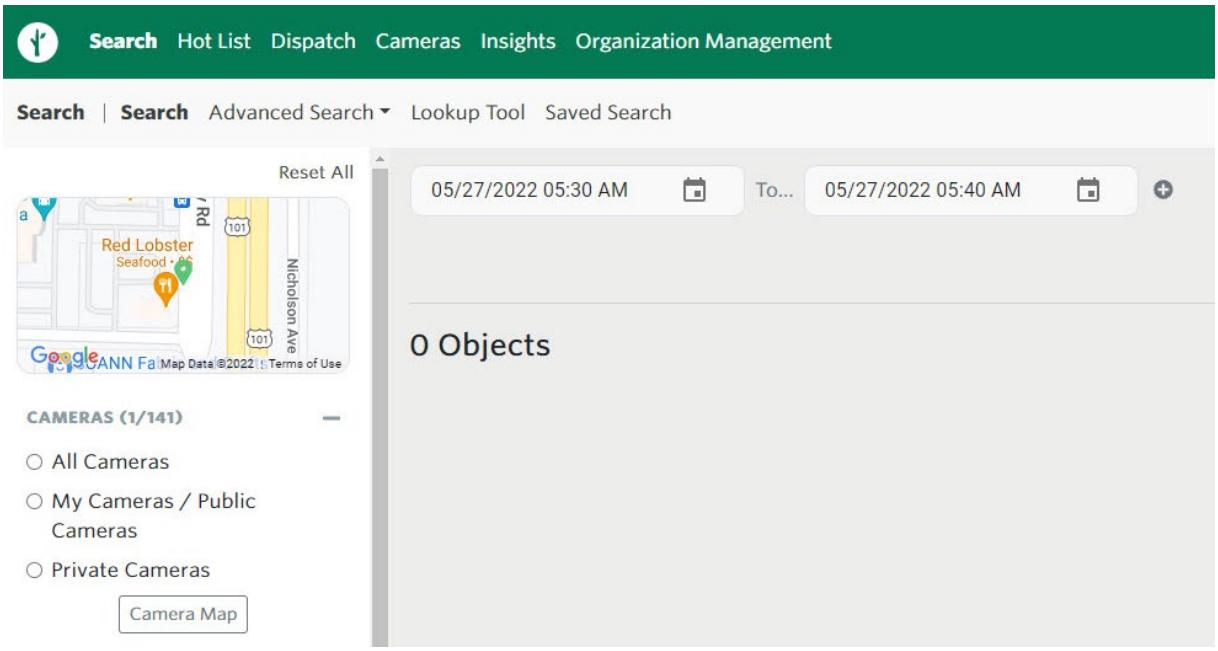


Is this normal on multiple photos of the same vehicle or is it a problem?

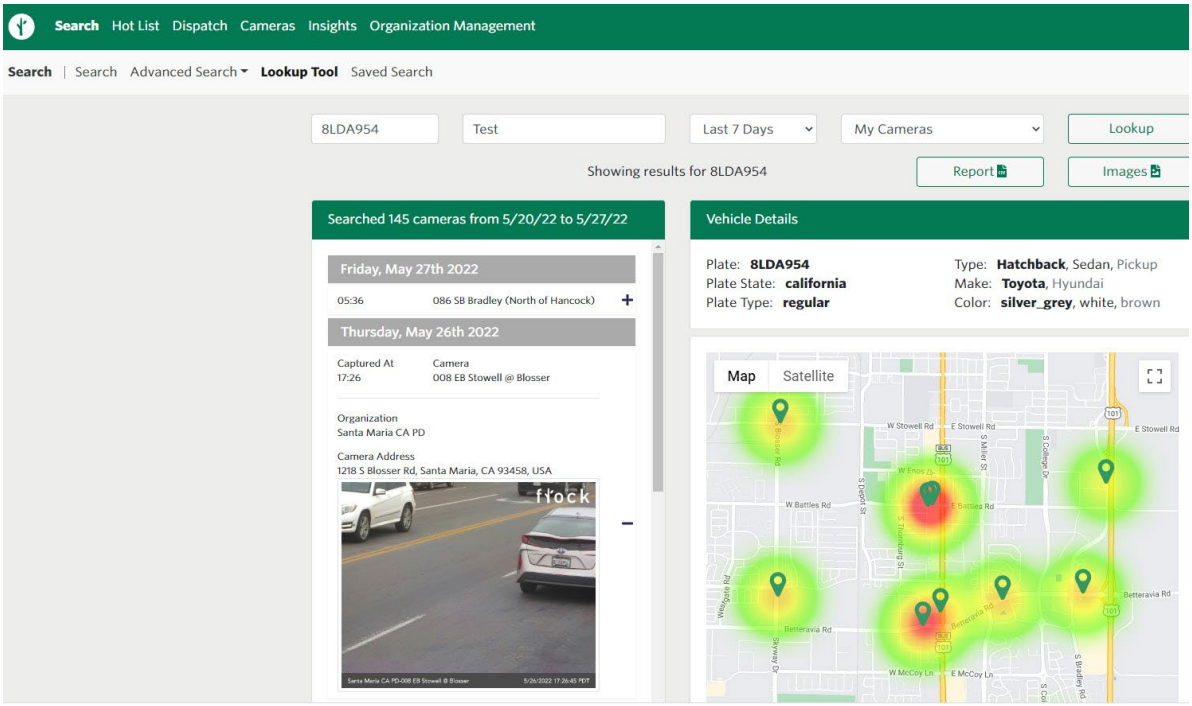
A definite problem, is the “Daytime” image search from the pop out menu. I selected the “read” image from 5/27 at 05:36:21 Hrs, clicked the three dots on the right and chose “Daytime”.



There were zero results.



I know there are daytime photos available, so I did a “Look Up” for the past seven days and received lots of daytime photos.



The full “search” results are attached.

Thank you

Corporal Stephen L. Best

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